

F.No.48013/02/2016-O&M
Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms & Public Grievances

5th Floor, Sardar Patel Bhawan, Sansad Marg,
New Delhi, dated 29th December, 2017.

OFFICE MEMOORANDUM

Subject:- Timely replies to letters received from Members of Parliament –reg.

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This Department on various occasions has impressed upon adherence to guidelines on the issue of responding to the letters received from the Members of Parliament.

2. Guidelines laid down in the Central Secretariat Manual of Office Procedure (CSMOP) for handling the communications received from Members of Parliament specify that such communications should be attended to promptly and acknowledged within 15 days, followed by a reply within the next 15 days. In cases where delay is anticipated an interim reply should be given indicating the possible date of reply. This is to ensure that prompt attention is given to the communications received from Hon'ble Members of Parliament.

3. In almost all the Parliament Sessions, this Department is questioned on the delay in sending the replies to the letters received from the Members of Parliament and non adherence to the instructions of the CSMOP.

4. Given the sensitivity of the issue, it is requested that suitable instructions may be issued to the officials of the Ministry/Department to ensure prompt action on this. It is also requested that a e-monitoring mechanism be set up for effective disposal of VIP references.


(SMITA KUMAR)

Joint Secretary to the Government of India
Ph. 23360208

To,

The Secretary,
Ministry of Water Resources
Shram Shakti Bhavan,
New Delhi.